

2019 COMMUNITY BENEFIT PLAN



CHINESE HOSPITAL

Caring for the Community for the **NEXT** 100 years



1925 —→ 2019

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I. CHINESE HOSPITAL OVERVIEW

General Overview

Chinese Hospital is a unique healthcare provider within the City and County of San Francisco, having a long and rich history of providing access to culturally competent health care services to the Chinese Community. In 1900, the Tung Wah Dispensary opened in San Francisco's Chinatown, and by the early 1920s had outgrown its space as other San Francisco providers continued to deny health care access for the local Chinese community.

With visionary acumen, fifteen community organizations established a non-profit public benefit corporation in 1923 - the Chinese Hospital Association. The fifteen founding members of the Board of Trustees raised funds for the construction of a new facility at 835 Jackson Street, and in October 1925 celebrated the grand opening of the first Chinese Hospital.

In the mid-1970s Chinese Hospital required a brand new facility. Once again the Board of Trustees conducted extensive fundraising and received Hill-Burton funding for construction of the current hospital facility that opened in September 1979 at 845 Jackson Street, next door to the original Chinese Hospital, and maintaining a licensed bed capacity of 54 beds.

Chinese Hospital opened an eight-story new tower in October 2016. This has enabled Chinese Hospital to better serve the needs of the community. Licensed beds increased to 65 beds. New services include a Magnetic Resonance Imaging Scanner (MRI); an expanded standby Emergency Department; 4 – bed Outpatient Observation Unit; a Support Health Services clinic (which supports the community physicians and their patients by providing health educational needs); an expanded and new outpatient Pharmacy; an expanded Cardio-Pulmonary Unit (new body box for pulmonary functions testing, two new treadmills for stress tests); 3rd and 4th floor Medical and Surgical Units with private rooms; Surgery Department expanded from 2 – Operating Rooms to 4- new and state of the art ORs; new Intensive Care Units expanded to 6- private rooms with new state of the art equipment for monitoring patients; and a new state of the art Telemetry Unit, with 12 beds.

An Integrated Delivery System

In the mid-1980s, managed care programs surfaced in the San Francisco Bay Area. Through a collaborative program with Blue Shield of California, Chinese Hospital and its physician partner organization created Chinese Community Health Plan (CCHP). In 1987, Blue Shield transferred the health plan to the ownership of Chinese Hospital, which received its own Knox-Keene license from the State of California Department of Corporations. Chinese Community Health Plan provides low-cost commercial insurance products for individual and employer groups, most of which represent small Asian businesses. Our fully integrated healthcare delivery system also serves managed care Medicare and Medi-Cal enrollees in the community. In 2009, CCHP expanded its coverage to Northern San Mateo County.

Chinese Hospital and its physician partners, Jade Healthcare Medical Group, and the Chinese Community Health Care Association (CCHCA), serve Medicare, Medi-Cal, and commercial enrollees. Chinese Hospital Association provides without any limitations medical care to all members of the following medical insurance plans like Blue Cross, Blue Shield, Aetna, San

Francisco Health Plan, Healthy Kids San Francisco, United Healthcare, HealthNet, CCHP and other providers that came for care at Chinese Hospital and its Clinics.

The Jade Healthcare Medical Group is a for-profit physicians' independent practice association (IPA), organized in 2016 with the mission to improve the health of our community by delivering high-quality, affordable healthcare through culturally competent and linguistically appropriate services.

In 1989, the three associations – Chinese Hospital, the Chinese Community Health Care Association (CCHCA), and Chinese Community Health Plan (CCHP) – established the Chinese Community Health Resource Center (CCHRC), a non-profit community center with the mission to build a healthy community through culturally and linguistically competent preventive health, disease management, and research programs. CCHRC has maintained a wide range of health education programs and a resource library (www.cchrchealth.org). Chinese Hospital continues to support CCHRC annually and by providing in-kind support services to CCHRC on human resource, housekeeping, engineering, finance and IT as well as providing facility space to house CCHRC's Wellness Library and its patient navigation program.

To increase healthcare access for the expanding Chinese population in the western part of San Francisco, Chinese Hospital and the Chinese Community Health Care Association created the Sunset Health Services Community Clinic in 1997. The community clinic, staffed by physicians specialized in General Medicine, Internal Medicine, Women's Health, Cardiology, Podiatry, Gastroenterology, and Oncology, provides a wide range of culturally competent health care services such as primary care with subspecialties: preventive care services, women's health services, health education, and laboratory services. The clinic is also staffed with nurse practitioners, acupuncturists and other clinical personnel who speak Mandarin, Cantonese, Tagalog, and English. Chinese Hospital will continue to bring culturally competent healthcare to the Chinese community in the southern part of San Francisco and northern San Mateo County, as demonstrated by our two clinics in the area.

Chinese Hospital will continue to support the community physicians and be a valued resource in the city for the Asian population. Chinese Hospital opened its Support Health Services clinic in Chinatown, in 2008. Staffed by a nurse practitioner (NP), the clinic helps manage patients in our community with chronic disease at no cost, with the aim to promote effective chronic disease self-management. The clinic also offers management in diabetes, nutritional consult, hypertension, women's health, and anticoagulation therapy. The Support Health Services, along with the satellite clinics also provide a comprehensive immunization program to meet the needs of the community, such as childhood immunizations, Hepatitis B, Tdap, Influenza and Pneumococcal vaccination.

The leadership for charity care at Chinese Hospital starts with our Chief Executive Officer, Dr. Jian Zhang, who serves on several non-profit boards as a member of the Board of Directors and is an active member of the Chinese community Cardiac Council, American Hospital Association (she serves as a voice to provide care and education for ethnic groups and their health disparities), the San Francisco Health Authority Board, NICOS Chinese Health Coalition, and

the Chinese Community Health Resource Center. Many hospital staff members are also active on health coalition boards: such as, Asian Alliance against Domestic Violence, San Francisco Hepatitis B Free campaign, San Francisco Bay Area American Diabetic Association Board, and the Community Advisory Board of the UCSF Helen Diller Family Comprehensive Cancer Center and Center on Aging in Diverse Communities of UCSF, SF CAN, to name a few.

The Community Benefit Plan for 2018 will summarize Chinese Hospital's objectives and the plan for community health outreach projects for 2019.

II. CHINESE HOSPITAL'S SUMMARY 2018 OBJECTIVES AND OUTCOMES

The following table summarizes Chinese Hospital's 2018 objectives and outcomes.

| <i>GOAL 1: CHINESE HOSPITAL WILL CONTINUE TO WORK ON ENHANCING ACCESS TO CULTURALLY COMPETENT SERVICES AND ADVOCACY FOR THE PROVISION OF SERVICES FOR THE VULNERABLE CHINESE POPULATIONS.</i> | |
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| <i>Objective 1: Continue to offer culturally relevant health education programs and individual patient counseling through the Chinese Community Health Resource Center and Chinese Hospital Outpatient Center/Clinics.</i> | |
| Objectives | Outcome Activities to Meet the Objectives |
| 1.1 Continue to provide educational programs on health-related topics. | <ul style="list-style-type: none"> • CCHRC, SHS, EHS, DCHS and Support Health Services provided approximately 77 educational sessions on 35 health related topics with over 8,428 participants. • Provided health information over 150 different topics through CCHRC's websites (www.cchrchealth.org, www.teensincharge.org). In combination, both websites have received 239,750 site visits. • Developed bilingual pamphlets over (18) and videos (5) on various health topics through CCHRC. • CCHRC provided about 5 individual counseling sessions on nutrition and various chronic diseases. |
| 1.2 Continue to provide individual counseling sessions related to chronic diseases. | |
| <i>Objective 2: Continue to provide culturally relevant health educational information through community health fairs, websites, media and CCHRC's Wellness Library.</i> | |
| Objectives | Outcome Activities to Meet the Objectives |
| 2.1 Continue efforts to participate in community sponsored health fairs. | <p>Chinese Hospital participated in various community sponsored health fairs below, reaching out to an estimated 2500 participants in total:</p> <ul style="list-style-type: none"> ✓ Chinese New Year Community Street Fair in February 2017 ✓ Chinese New Year Flower Market Fair in February 2017. ✓ Chinatown Community Fair, TNDC Tenderloin Fair. |
| 2.2 Continue to sponsor Monthly Community Health Day. | <ul style="list-style-type: none"> • Provided 2619 screens on blood pressure, blood sugar, BMI, bone density, vision, and depression. |

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| <p>2.3 Continue to provide educational information through CCHRC's and Chinese Hospital's websites including social media.</p> <p>2.4 Continue to provide educational information through CCHRC's Wellness Library.</p> | <ul style="list-style-type: none"> • Provided printed information to 850 participants on various health topics that are prevalent to the Chinese community. • Provided education on over 200 different health topics with approximately 25,3924 page views. • CCHRC's Wellness library houses books, brochures and material on many health issues, including TB, and are available at no cost to the community. The library received 1,847 visits in 2018. |
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| <i>Objective 3: Continue to meet with the community organizations to develop solutions to Health and Human Issues identified through the needs assessment activities</i> | |
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| Objectives | Outcome Activities to Meet the Objectives |
| <p>3.1 Continue to partner with organizations and local merchants in providing programs for patients and their families.</p> | <ul style="list-style-type: none"> • Chinese Hospital and CCHRC partnered with the following organizations to identify community needs and developed programs to meet the needs accordingly. The organizations are UCSF, SF State University, DePaul University, Asian American Research on Health, SFCAN, Sing Tao Daily & Sing Tao Radio, KTSF Channel 26, Yank Sing Restaurant, YMCA, Cavity Free SF, SF Hep B Free, SFDPH, SFHIP, Stupski Foundation, SF Health Plan, California Institute of Integral Studies, SF Municipal Transportation Agency, Chinese Associations, Asian Alliance for Health, Asians Against Violence, Chinatown Child Development Center, NICOS Chinese Health Coalition, American Heart Association, Alzheimer Association and American Diabetes Association |
| <p>3.2 Continue to partner with Asians Against Violence.</p> | <ul style="list-style-type: none"> • Asians Against Violence continues to meet monthly to plan for activities related to violence prevention within the Asian community including a providers' conference which will be held in October 2019 in San Francisco. |

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| <p>3.3 Continue to participate in the Chinese Community Cardiac Care Council.</p> <p>3.4 Continue to participate in the citywide influenza prevention program sponsored by the Chinese Community Health Plan (CCHP).</p> <p>3.5 Collaboration with NICOS Board of Directors to implement recommendations from Chinese Community Health Agenda to improve healthcare access and promote preventative care.</p> <p>3.6 Continue to collaborate with the San Francisco Department of Public Health and NICOS on Chinatown Children's Oral Health. Providing awareness and education regarding Dental Home, oral care, and in-service healthcare providers on fluoride application to the pediatric population.</p> <p>3.7 Continue to provide culturally relevant public service/radio announcements on health issues.</p> | <ul style="list-style-type: none"> • Chinese Hospital Staff continues to participate on the Chinese Community Cardiac Council of the American Heart Association, which meets quarterly. • Continues to support awareness and education for the community. • Chinese Hospital and its community clinics vaccinated over 20 individuals for the flu. • Ongoing collaboration with NICOS to provide community wellness and prevention programs including the annual NICO community health fair. • Continue to participate on Cavity Free SF and Sugary Drink Distributor Tax Advisory Committee in promoting Children's Oral Health Campaign and Dental Transformation initiative. The campaign and initiative provide awareness and education about oral hygiene, improving parents' knowledge on dental hygiene, increase utilization of preventive dental services for children, educating pediatricians in Chinatown on how to identify dental cavities and applying dental varnish to help prevent cavities. • Continues to provide health message as a public service announcement via the ethnic media. |
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| <i>Objective 4: Continue efforts to provide alternative services to meet the cultural needs of the Chinese Community.</i> | |
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| Objectives | Outcome Activities to Meet the Objectives |
| 4.1 Continue to offer complementary medicine at the Sunset, Daly City, Excelsior, Gellert Health Services, Chinese Hospital Outpatient Center, and East–West Health Services. | <ul style="list-style-type: none"> • 341 participants received chair massage services. |
| 4.2 Expand the current palliative care program at the Chinese Hospital Health Systems and its partners. | <ul style="list-style-type: none"> • Secured funding from the Stupski Foundation to expand the current palliative programs at Chinese Hospital Systems. |
| <i>Objective 5: Continue to provide internship opportunities to students of Chinese descent in the healthcare setting.</i> | |
| Objectives | Outcome Activities to Meet the Objectives |
| 5.1 Continue to increase awareness in Chinese Hospital’s Student Internship Program. | <ul style="list-style-type: none"> • In 2018, 1,888 hours were logged by 30 high school and college student volunteers |
| 5.2 Continue to provide clinical internship opportunities within the Chinese Hospital Health System. | <ul style="list-style-type: none"> • Chinese Hospital provided preceptorship to 33 students (nursing, pharmacy, phlebotomy, nurse practitioner and medical students) with a total of 3918 clinical rotation hours. |

| <i>GOAL 2: CHINESE HOSPITAL WILL PARTICIPATE WITH OTHERS IN EFFORTS TO IMPROVE DIASTER PREPAREDNESS FOR CHINATOWN RESIDENTS AND ADDRESS GAMBLING ISSUES IN THE ASIAN POPULATION WITHIN SAN FRANCISCO.</i> | |
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| <i>Objective 1: Continue to provide leadership in the management of the Chinatown Disaster Preparedness Committee.</i> | |
| Objectives | Outcome Activities to Meet the Objectives |
| 1.1 Continue to support efforts of the Chinatown Disaster Preparedness Committee by participating in one community disaster drill. | <ul style="list-style-type: none"> • In collaboration with NICOS, continue to support the Chinatown Disaster Response Plan. • Revised and implemented the Chinatown Disaster Response Plan. • Provided in-service to the community partners. • Participated in community disaster drills. |

Objective 2: Continue to support NICOS Chinese Health Coalition to address problem gambling in Chinatown.

| Objectives | Outcome Activities to Meet the Objectives |
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| 2.1 Continue to support the NICOS Health Coalition efforts to reduce problem gambling. | <ul style="list-style-type: none"> Continues to support the NICOS Chinese Health Coalition's efforts to reduce gambling problems. |

GOAL 3: CHINESE HOSPITAL WILL WORK TO REDUCE DISEASE SPECIFIC MORBIDITY AND MORTALITY RATES FOR THE CHINESE POPULATION.

Objective 1. Continue to address issues related to cardiovascular disease in the Chinese population.

| Objectives | Outcome Activities to Meet the Objectives |
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| 1.1 Continue to provide educational sessions relating to cardiovascular diseases through the Chinese Community Health Resource Center and Chinese Hospital's Community Clinics in conjunction with the Chinese Community Cardiac Council. | <ul style="list-style-type: none"> Provided health education programs related to cardiovascular diseases with 11 educational sessions conducted for 86 participants in 2018. Received 2341 page views on health education material related to cardiovascular diseases. |
| 1.2 Continue to participate with the American Heart Association in strategic planning related to cardiovascular disease in the Chinese Community. | <ul style="list-style-type: none"> Continue to participate in meeting with AHA in developing and disseminating bilingual information related to CAD through CCHRC and Chinese Hospital Community Clinics. |

Objective 2: Continue to address issues related to cancer in the Chinese population.

| Objectives | Outcome Activities to Meet the Objectives |
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| 2.1 Continue to provide educational sessions regarding cancer through the Chinese Community Health Resource Center and Chinese Hospital's Community Clinics. | <ul style="list-style-type: none"> Provided health education programs related to cancer and cancer prevention. Provided 2 educational classes related to cancer with 21 participants in 2018. CCHRC's Executive Director serves as the co-chair of the community advisory board, UCSF Helen Diller Family Comprehensive Cancer Center and participated in SFCAN meetings. |

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| <p>2.2 Raise awareness on smoking and health by providing education on the risks of tobacco use and benefits of/tips on quitting.</p> <p>2.3 Continue to provide cancer patient navigation program through the Chinese Community Health Resource Center.</p> | <ul style="list-style-type: none"> • CCHRC continues to provide health education information on smoking cessation and health via the bilingual (Chinese & English) website www.cchrchealth.org 168 page views of the tobacco-related educational materials. • Provided cancer navigation program to approximately 5 cancer patients. |
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| <i>Objective 3: Continue to address issues related to diabetes in the Chinese population.</i> | |
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| Objectives | Outcome Activities to Meet the Objectives |
| <p>3.1 Continue to provide educational programs related to diabetes prevention and management through the Chinese Community Health Resource Center, Chinese Hospital's Support Health Services, Daly City, Sunset and Excelsior Health Services.</p> <p>3.2 Continue to provide screenings on diabetes through the Chinese Community Health Resource Center, Chinese Hospital's Support Health Services, Daly City, Sunset and Excelsior Health Services.</p> | <ul style="list-style-type: none"> • Conducted 2 educational sessions on diabetes education and management with over 18 participants. • Received 11,426 page views on education articles related to diabetes. • Over 705 free diabetes screenings were provided to individuals through the Chinese Hospital and its Community Clinics. |

| <i>Objective 4: Continue to address issues related to tuberculosis in the Chinese population.</i> | |
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| Objectives | Outcome Activities to Meet the Objectives |
| <p>4.1 Continue to implement the City and County of San Francisco Public Health protocols regarding screening for TB and treatment of persons with TB.</p> | <ul style="list-style-type: none"> • Chinese Hospital continues to work with the city of San Francisco related Tuberculosis exposure: 998 TB screenings were done, 4 active TB cases identified and referred to the Public Health Department. |

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| 4.2 Continue to distribute educational materials regarding TB through the Chinese Community Health Resource Center and Chinese Hospital's Community Clinics. | <ul style="list-style-type: none"> CCHRC's Wellness library houses books, brochures, and material on many health issues, including TB, and are available at no cost to the community. The library received 1847 visits in 2018. |
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| Objective 5: Continue to address issues related to asthma in the Chinese population. | |
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| Objectives | Outcome Activities to Meet the Objectives |
| 5.1 Continue to provide educational programs related to asthma through the Chinese Community Health Resource Center and Chinese Hospital Community Clinics. | <ul style="list-style-type: none"> CCHRC conducted 1 class related to asthma (allergies) with over 24 participants; had approximate 667 page view (www.cchrchealth.org) on health information related to asthma. CCHRC conducted 1 educational session related to asthma with about 24 participants. |
| 5.2 Continue to have educational information related to asthma management through the Chinese Community Health Resource Center and Chinese Hospital Health System websites. | <ul style="list-style-type: none"> CCHRC's Wellness library houses books, brochures, and material on many health issues, including asthma and are available at no cost to the community. The library received 1847 visits in 2018 and 667 page reviews of articles related to asthma. Three hours of classes were held to provide guidance related to Pediatrics Asthma. |

| Objective 6: Improve low health screening rates in the Chinese community. | |
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| Objectives | Outcome Activities to Meet the Objectives |
| 6.1 Continue to raise awareness of screenings related to colorectal cancer, blood pressure, bone density, body mass index and blood sugar in the Chinese community | <ul style="list-style-type: none"> Chinese Hospital's Monthly Community Health Day raised awareness of health screenings in the Chinese community through printed educational materials and free screenings. |
| 6.2 Continue to provide screenings related to blood pressure, bone density, body mass index and blood sugar in the Chinese community. | <ul style="list-style-type: none"> Chinese Hospital's Monthly Community Health Day provided approximately 2619 screenings on blood pressure, bone density, body mass index and blood sugar at no cost to the participants. |

III. CHINESE HOSPITAL'S 2019 COMMUNITY BENEFIT PLAN: GOALS AND OBJECTIVES

INTRODUCTION

Chinese Hospital's program needs assessment process involves conducting focus groups and surveys of community members and program participants. Community members include medical providers, lay public, academic researchers, Chinese Community Health Plan members, Chinese Hospital patients and staff, and community leaders. Suggestions were probed on program topics and health needs that they would like to be addressed. Additionally, a review of health trends and findings of local community needs assessment such as the latest findings from SFHIP's needs assessment. The senior management leaders of Chinese Hospital and the Chinese Community Health Resource Center then discussed the health needs and prioritized the topics for program implementations or non-implementations.

Following the completion of the needs assessment process and aligning with the priorities set by SFHIP, Chinese Hospital developed the following 4 community benefit goals and objectives. The goals are intended to direct the Hospital's community benefit activities over the next year. The objectives listed below are for the year 2019.

1. Improve access to coordinated, culturally and linguistically appropriate care and services
2. Reduce disease-specific morbidity and mortality rates for the Chinese population
3. Improve access to palliative care program and services
4. Improve social, emotional and behavioral health

Collaborative Partners

Collaborative partners for these activities include Chinese Community Health Resource Center (CCHRC), the Asian Alliance for Health, the Chinese Community Cardiac Council, the San Francisco Department of Public Health, San Francisco Health Improvement Partnership (SFHIP), University of California San Francisco (UCSF), SFCAN, Chinese media networks, NICOS Chinese Health Coalition and other community based organizations.

Target Population

All Chinese residents of San Francisco with a particular emphasis on individuals who are monolingual Chinese speaking, or have limited English proficiency; and persons those who are at risk for the morbidity and mortality of heart disease, stroke, cancer, diabetes and/ patients who can benefit from palliative care program and services.

Goal 1: Chinese Hospital Will Continue to Work on Enhancing Improving access to coordinated, culturally and linguistically appropriate care and services for the Vulnerable Chinese Populations

Rationale for Selection: This goal was selected because the characteristics of Chinese Hospital's vast majority of patients are low income, elderly and non-English speaking. Providing care for these patients is uniquely challenging and requires an approach that integrates medicine with an understanding of their social, cultural, emotional and spiritual values and needs. Additionally, according to the San Francisco Department of Aging and Adult Services in 2016, older adult population was reported to comprise of 20% of the total population of the city of San Francisco; over the last two decades, this older adult population has become predominantly an immigrant population; most commonly, these immigrants were born in China and have become naturalized citizens; and approximately 54% of these older adults speak a native primary language other than English.

This goal is also one of the top five prioritized needs identified by the SFHIP (San Francisco Health Improvement Partnership). As indicated in the SFHIP's community needs assessment findings, the ethnic community, such as the Chinese community, is under-utilizing health care services including preventive care programs primarily because of the lack of access to coordinated care and services. The reasons for the lack of access were due to cultural and linguistic barriers.

Measurable Objectives and Milestones for Goal 1:

Objective 1: *Continue to offer culturally relevant health education programs through the Chinese Community Health Resource Center and Chinese Hospital Outpatient Center/Clinics and improve access to the available culturally appropriate programs and services.*

Objective 1-1: Continue to provide educational programs on health-related topics.

Objective 1-2: Continue to improve patients and community members' access to available culturally competent programs and services through our patient navigation program.

Objective 2: *Continue to provide culturally relevant health educational information through community health fairs, websites, media, and CCHRC's Wellness Library.*

Objective 2-1: Continue efforts to participate in community-sponsored health fairs.

Objective 2-2: Continue to provide educational information through CCHRC's and Chinese Hospital's websites.

Objective 2-3: Continue to provide educational information through media.

Objective 2-4: Continue to provide educational information through CCHRC's Wellness Library.

Objective 3: *Continue to meet with community organizations to develop solutions to health-related issues identified through needs assessment activities*

Objective 3-1: Continue to partner with organizations in providing programs for patients and their families.

Objective 3-2: Continue to partner with the Asian Alliance for Health.

Objective 3-3: Continue to participate in the Chinese Community Cardiac Care Council.

Objective 3-4: Continue to partner with SFHIP.

Objective 3-5: Continue to collaborate with the San Francisco Department of Public Health on Chinatown Children's Oral Health. Provide awareness and education regarding Dental Home, oral care, and in-service healthcare providers on fluoride application for the pediatric population.

Objective 3-6: Continue to collaborate with UCSF to develop and evaluate interventions in meeting the identified health issues

Objective 3-7: Continue to provide culturally relevant public service/radio announcements on health issues.

Objective 4: Continue to provide internship opportunities to students of Chinese descent in the healthcare setting in order to encourage students from the Asian descents becoming health care providers

Objective 4-1: Continue to increase awareness in Chinese Hospital's Student Internship Program.

Objective 4-2: Continue to provide internship opportunities for students to intern within the Chinese Hospital Health System.

Goal 2: Chinese Hospital Will continue its efforts in Reducing Disease Specific Morbidity and Mortality Rates in the Chinese Population

Rationale for Selection:

The three leading causes of death in Asian Americans including Chinese Americans are cancer, heart disease, and stroke. According to SFCAN, cancer is the leading cause of death among San Franciscans. Additionally, the American Cancer Society's 2019 Cancer Facts and Figures suggested that among Asian Americans, 10% of Chinese reported living with cancer. According to the World Health Organization, cardiovascular disease mortality rates were in general much higher among Asian Americans. Furthermore, as indicated by the Center of Disease Control in 2014, one in two Asian Americans will develop diabetes mellitus unknowingly despite normal weight limits. In 2016, Chinese Hospital Community Health Needs Assessment also identified low screening rates to prevent the above specific diseases and smoking as areas of concern in the Chinese community.

Measurable Objectives and Milestones for goal 2:

Objective 1: Continue to address issues related to cardiovascular disease and stroke in the Chinese population.

Objective 1-1: Continue to participate with the American Heart Association in strategic planning related to cardiovascular disease and stroke in the Chinese Community.

Objective 1-2: Continue to provide educational programs related to cardiovascular diseases and stroke.

Objective 1-3: Continue to provide screenings for cardiovascular diseases and stroke.

Objective 2: *Continue to address issues related to cancer in the Chinese population*

Objective 2-1: Continue to participate with SFCAN in strategic planning related to cancer in the Chinese Community.

Objective 2-2: Continue to provide educational programs and screenings related to cancer through the Chinese Community Health Resource Center, Chinese Hospital and its community clinics.

Objective 2-3: Raise awareness on smoking and health by providing education on the risks of tobacco use and benefits of/tips on quitting.

Objective 2-4: Continue to provide cancer patient navigation program through the Chinese Community Health Resource Center.

Objective 3: *Continue to address issues related to diabetes in the Chinese population*

Objective 3-1: Continue to provide educational programs related to diabetes prevention and management through the Chinese Community Health Resource Center and Chinese Hospital's Community Clinics.

Objective 3-2: Continue to provide screenings for diabetes through the Chinese Community Health Resource Center, Chinese Hospital and its community clinics.

Goal 3: Improving access to palliative care program and services

Rational for selection:

Cultural belief often impedes the acceptance of the concept of palliative care and thus hinders the utilization of palliative care services among Asians Americans. Contributing factors examined by studies include cultural belief, lack of awareness and knowledge of the concept of palliative care, treatment preference, etc. Additionally, western medicine and the U. S. healthcare system are foreign and perplexing to many of our older patients and that palliative care and end of life care are often unknown or misunderstood.

Measurable Objectives and Milestones for goal 3:

Objective 1: Working with the local community organizations and foundations to expand Chinese Hospital's palliative care program and services

Objective 1-1: Working with the Stupski Foundation to expand Chinese Hospital's current palliative care programs and services.

Objective 1-2: Working with CCHRC and local community organizations/groups to provide community education related to palliative care including advance health care planning, in person and/or online.

Objective 1-3: Continuing to assist patients and community members with the completion of their advance health care directives.

Goal 4: Improving social, emotional and behavioral health

Rational for Selection:

This goal is also one of the top five prioritized needs identified by SFHIP. As indicated by SFHIP, Asian and Pacific Islanders have the second highest rates of suicide rate in San Francisco; have a lower hospitalization rate and low reporting of needs in assistance for psychosocial health. Additionally, according to the Office of Minority Health, suicide was the 9th leading cause of death for Asian American in 2014.

Measurable Objectives and Milestones for goal 4:

Objective 1: Continue to raise awareness related to psychosocial health

Objective 1-1: Continue to work with mental health providers in offering educational programs including educational materials related to psychosocial health awareness

Objective 2: Continue to provide education programs for caregivers/family members living with individuals with mental disorders

Objective -1: Working with mental health providers, continuing to provide community workshops for caregivers/family members living with individuals with mental disorders

Objective 3: Continue to raise awareness among mental health providers about cultural competency while providing programs and services Asian Americans living with mental disorders

Objective 3-1: Working with local community organizations and mental health providers, continuing to provide continue education related to psychosocial health targeting providers who care for Asian patients with mental health disorders

VI. 2018 INVENTORY OF CHINESE HOSPITAL'S COMMUNITY BENEFIT SERVICES AND ACTIVITIES

Chinese Hospital's community benefit services include a broad array of services aimed at meeting the needs of the poor, vulnerable populations and the broader community. The following is a summary of current community benefit activities, organizations collaborating with Chinese Hospital in the provision of these programs, the number of persons served and estimated unsponsored community benefit expenses associated with these activities during 2018.

A. Medical Care Services Provided - costs not fully compensated resulting in loss in these programs

- A-1.** State sponsored Medi-Cal Program has very low reimbursement rates which results in providing medical care at a loss. At Chinese Hospital, we provided care to 142 patients representing total patient days of 591. Similarly, the outpatient Medi-Cal patients are provided medical care at a loss. A total of 8,827 patients were treated as Outpatients at Chinese Hospital. Chinese Hospital Clinics provided medical care to 5,282 patients.
- A-2.** Medicare programs have reimbursement rates that are not sufficient to provide the cost of medical care. At Chinese Hospital we provided care to 1,363 Inpatients, which is a total of 7,182 patient days. A total of 31,279 Medicare patients were seen as Outpatients while the clinics saw a total of 21,397 patients.
- A-3.** Traditional Charity Care: Chinese Hospital provided care to 11 patients as Inpatient with a total of 266 patient days and 301 patients were taken care of at the Clinics. These individual patients have no insurance coverage and could not afford to pay the cost of care resulting in the full amount written off under our charity care policy.
- A-4.** Treatment Center Services: Chinese Hospital provided emergency room care to any patients that sought medical care irrespective to their ability to pay for the care. Once again, patients who have Medi-Cal, Medicare coverage, or no coverage consume large dollars of medical care that are not fully compensated resulting in loss under these programs. See table at the end of this report.

B. Other Benefits for Vulnerable Populations and the Broader Community

Chinese Hospital makes significant commitments in providing health education, prevention and support services for the broader Chinese community.

- B-1. Reduced Cost Immunization/Flu Vaccine Programs:** Chinese Hospital offered immunizations at a subsidized rate to the general public as well as no-cost flu vaccines. This practice has been going on for more than twenty years.
- B-2. Chinese Community Health Resource Center:** Chinese Hospital sponsors the Chinese Community Health Resource Center, a community-based organization providing bilingual

health education services to the Chinese community. Programs of the Chinese Community Health Resource Center include health education classes (e.g., Allergies, Arthritis Management, Asthma, Blood Pressure, Cancer Awareness, Cholesterol, Colorectal Cancer, Coronary Artery Disease, COPD, Diabetes Management, Healthy Eating, Heart Failure, Incontinence, Injury Prevention, Insomnia, Medication Management, Memory Improvement, Osteoporosis, Pain Management, Prostate Health, Rheumatoid Arthritis, Stress Management, Stroke Prevention, Urinary Incontinence, Prenatal & Child Health), chronic disease education management, health screenings, holding health fairs, on-site classes, cancer patient services, individual nutrition counseling, smoking cessation counseling, non-clinical social services, video-viewing program, patient navigation, a Wellness Library, and bilingual health education materials. The Center also provides community presentations upon request and participate in various local and national committees.

In 2018, there were over 4,611 in-person encounters and 239,750 web page views for health education through the Chinese Community Health Resource Center. In addition, Chinese Hospital donated \$200,000 for operating expenses to the Chinese Community Health Resource Center plus provided in-kind support services on IT, housekeeping, engineering, finance, human resources and duties related to serving as the President of CCHRC's Board of Directors. This in-kind support was estimated as unsponsored community benefit expense of more than \$70,000. Additionally, Chinese Hospital also provided facility space to house CCHRC's Wellness Library and Patient Navigation program. The square footage for the facility is 620 which estimated to \$50,000 additional unsponsored community benefit expense.

B-3. Anticoagulation Services: Chinese Hospital's Support Health Services provided free anticoagulation services to 28 seniors and community members. The number of total encounters was 102, and the unsponsored community benefit expense associated with these services was more than \$8,000.

B-4. Chinese Hospital Employees' Participation in Community Programs: employees of the Chinese Hospital have participated in various community education outreach and advocacy activities such as health fairs, health talk shows, cooking competition, public health-related hearings and committees, phone consultations related to social services, etc. The hours contributed for these activities estimated to be about 217 hours.

C. Health Research, Education and Training Programs

C-1. Student Internship: Chinese Hospital hosted clinical internships for 1 nursing student with 120 clinical rotation hours; 7 pharmacy students with 1360 rotation hours; 8 phlebotomist trainees with 600 rotation hours; 2 nurse practitioner (NP) students with 190 rotation hours and 15 medical students with 1645 rotation hours. The total staff time for onboarding time spent with the NP and medical students were 152 hours. Other incidental hours associated with this program was close to 400 hours. Total unsponsored community benefit expense of this program was around \$65,000.

D. Other Quantifiable and Non-Quantifiable Benefits

Chinese Hospital's commitments to the community extend beyond the direct services it provides to the community.

D-1. Health Fair/Street Fair: Chinese Hospital participated in various Health Fairs/Street Fairs through the volunteer efforts of hospital staff members. At the fairs, health education materials were distributed to community members and a free test on blood pressure was provided. Over 2,500 individuals attended these Fairs, and the unsponsored community benefit associated with this effort was around \$17,000.

D-2. Chinese Hospital Monthly Community Health Day:

Chinese Hospital sponsored Monthly Community Health Day in 2018 through volunteer efforts of hospital staff members. Health related educational activities and screenings were provided at the monthly health days. The health screenings offered at these health days included Blood Glucose, Blood Pressure, Body Mass Index, Cholesterol, Osteoporosis and Vision. Total health screenings performed at the health days were 2,619 among 1,174 participants. The unsponsored community benefits associated with this effort was around \$23,000.

Summary of Community Benefits Expenses

| Summary of Community Benefit Expenses | | | | |
|---|-----------------------|---------------------------|---|---------------------------|
| Chinese Hospital | | | | |
| FYE: 12/31/2018 | | | | |
| Total Community Benefit Cost Basis | | | Unsponsored Community Benefit Expense at Cost | |
| | Gross Charges At Cost | Direct Offsetting Revenue | Net Cost | Percent of Total Expenses |
| Benefits for the Poor and Vulnerable Populations: | | | | |
| Traditional Charity Care | \$827,333 | \$0 | \$827,333 | 0.71% |
| Unpaid Costs of Public Programs: | | | | |
| Medi-Cal | \$8,079,605 | \$3,094,489 | \$4,985,116 | 4.25% |
| Hospital Fee Program | \$5,509,064 | \$6,152,776 | (\$643,712) | -0.55% |
| Medicare | 29,528,551 | 20,294,537 | 9,234,014 | 7.87% |
| Private Pay - amount forgiven | 1,322,438 | 132,244 | 1,190,194 | 1.01% |
| Nonbilled Community Benefit Services | \$18,904 | \$0 | \$18,904 | 0.02% |
| Benefits for Broader Community: | | | | |
| Nonbilled Community Benefit Services | \$398,576 | \$0 | \$398,576 | 0.34% |
| Negative Margin Services | \$3,158,541 | \$1,336,922 | \$1,821,619 | 1.55% |
| Health Education, Research and Training | \$12,934 | \$0 | \$12,934 | 0.01% |
| Other Community Benefits -Healthy programs | \$350,946 | \$0 | \$350,946 | 0.30% |
| Total Quantifiable Community Benefits | \$49,206,891 | \$31,010,967 | \$18,195,924 | 15.52% |